

Consumers should call 1-888-CALLFCC (1-888-225-5322) or visit <http://www.dtv.gov/> for assistance.

## LOCAL SUPPORT

Consumers that need assistance understanding what they need to do to be ready for the DTV transition, or need help with installing converter boxes or setting up new DTV sets, can find support services by entering their zip code at the "Get Help Locally" tool on <http://www.dtv.gov/>.

Consumers without Internet access can call the FCC Call Center (1-888-CALLFCC) to receive specific information on available installation support services or local DTV walk-in help centers.

## RECEPTION ISSUES

Consumers that have difficulties with reception of digital signals after installing a converter box or new DTV set can enter their address into the FCC's Reception Map tool at <http://www.dtv.gov/> to receive specific station information for their location. Additional guidance regarding antennas also is available.

Consumers without Internet access can call 1-888-CALLFCC to request that a call agent enter

their address to determine the local broadcast stations that are expected to provide service to their household.

Consumers who were receiving digital signals prior to the deadline, but lost some of those channels after the switch should perform a "rescan" on their converter box or DTV set. Some stations are moving channels, and the boxes and DTV sets will need to be reprogrammed to find the new channel locations. In some cases - particularly where a station is moving to a channel that was previously occupied by another station - a total "reset" of the box or DTV set may be necessary to erase the prior information and rescan for all the new channel locations. Periodic rescanning will also search for any new multicast programming streams provided by individual stations.

## **CONVERTER BOX COUPONS**

Consumers can continue to request DTV converter box coupons through <http://www.dtv2009.gov/> or 1-888-DTV-2009 through July 31 (or until funds are exhausted).

**LIMIT:** There is a limit of 2 coupons per household, with replacement coupons available for expired, but unredeemed, coupons.

**EXPIRATION:** All coupons expire 90 days after they are mailed.

**ARRIVAL:** It takes approximately 9 business days for coupons to arrive if requested online or by telephone or approximately 3 weeks if requested by mail or fax.

**STATUS CHECK:** The status of a particular coupon request can be checked at: <https://www.dtv2009.gov/CheckStatus.aspx>

For more information, go to: <https://www.dtv2009.gov/FAQ.aspx> or contact NTIA Congressional Affairs at 202-482-1551 or [congressionalaffairs@ntia.doc.gov](mailto:congressionalaffairs@ntia.doc.gov)